

FAMILY SUPPORT SPECIALIST

JOB TITLE	Family Support Specialist
REPORTS TO (title)	Regional, Program Manager or Supervisor
DEPARTMENT/REGION/ PROGRAM NAME	
FTE	1.0/Full Time
FLSA	Non-Exempt
PAY GRADE	12

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family run organization that values those who have direct experience raising a child with significant mental and/or behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Family Support Specialist (FSS) is a peer with shared lived experience who works with parents and caregivers raising a child with emotional, behavioral, mental health, developmental or other health challenges. The FSS role is to support parents and caregivers navigate complex systems of care by assisting families in navigating social service and child and family serving systems, connecting them with resources, providing navigational support through complex systems and providing support to improve family well-being, protective factors, and child development. The FSS uses lived and living experience as a parent and professional training and practice of FSS core competencies to provide consultation and coaching to develop and improve parent/caregiver partnerships with system providers and maximize parent/caregiver voice, choice, and involvement in driving the services and supports for their child/youth or family. FSS's work in a variety of system environments and support the unique needs of families by using consistent and unified principles of the Family Support practice and competencies. Family Support Specialists serve as a connector and synthesizer between the parent/caregiver experience navigating systems and actionable feedback for agencies and policy makers. FSS serve as trusted guides for families and collaborative partners with system providers across multiple sectors such as behavioral health, education, health and healthcare, community based organizations, juvenile justice and developmental disabilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Direct Family Support (60%)

- Offer culturally responsive, non-judgmental, and linguistically appropriate support to families.
- Use personal lived and living experience and professional knowledge to provide family support guided by best practices and approved Family Support Core Competencies.
- Facilitate access and participation of parents/caregivers in systems of care and support engagement throughout the youth and family planning process.

- Explore and identify the strengths, needs, cultural background, and vision of the child and family.
- Attend and actively participate in child and family team meetings to ensure the family's voice is heard and respected.
- Support parents in navigating multiple child and family systems including educational supports such as Individualized Education Programs (IEP), Section 504 plans, etc.
- Encourage open discussion and help the family and team address concerns in a collaborative, strengths-based manner.
- Model effective, respectful communication and help families reframe concerns constructively.
- Serve as a consistent source of encouragement, hope, and support throughout the family's journey.
- Maintain a supportive and positive approach, avoiding blame or shame while promoting family-friendly environments.
- Follow through on agreed tasks and maintain consistent communication based on the family's plan and evolving needs.
- Assist families in identifying and connecting with natural supports in their community.
- Support parents/caregivers in addressing sensitive topics and managing respectful communication with providers.
- Uphold clear personal and professional boundaries to maintain safety and the integrity of the family support peer role.
- Participate regularly in both peer and clinical supervision to support role effectiveness and development.

System Advocacy and Community Engagement (20%)

- Participate in policy committees and workgroups as requested to effect system improvement, integration, and collaboration.
- Represent core organization and program values and principles in all work settings and maintain two way communication to build stronger relationships between families and system providers.
- Provide active participation at local and state levels to expand recognition of the family support workforce and strengthen peer delivered services and the value of a family driven system.
- Gather stories and insights from families and help translate real life experiences into actionable feedback for system providers.
- Serve as cultural ambassadors to identified communities to support increased engagement and contribute to a broader representation of family experiences that inform systemic change and amplifies marginalized voices.

Administrative (20%)

- Produce and maintain accurate and timely documentation according to assigned work (e.g., scheduled reports, timesheets, progress notes, documentation).
- Attend organizational meetings and required trainings
- Maintain THW certification and other certifications as needed
- Maintain assigned office and community-based work schedule. (80% in person & 20% virtually)

OTHER DUTIES AND RESPONSIBILITIES

- Provide a variety of supportive services for parents/caregivers (e.g., support groups, family activities, recognition events, outreach, training).
- Provide family support using a variety of platforms such as in person meetings, warm line, support groups, family discussions, listening sessions, parent advisory council engagement and policy level advocacy.
- Assist with and attend special events and programs to support the vision of the organization.
- Maintain local resource information for families to access independently.
- Participate in family respite events as needed, including working directly with children and youth.
- Develop and maintain constructive and positive relationships as a member of a team, demonstrating qualities of dependability, empathy, genuineness, respect as a team member and as a peer.
- Other duties as assigned or needed by the organization.

QUALIFICATIONS

- Direct experience as a parent or primary caregiver who has navigated multiple child-serving agencies, including but not limited to, mental health, addiction treatment services, child welfare.
 - Must be able to meet all state requirements and be registered as a Traditional Health Worker with a worker type of Family Support Specialist within 6 months of hire.
 - Ability to articulate the experience and perspective of a parent/caregiver of a child with complex needs to build mutuality with families.
 - Excellent written and verbal communication skills, and ability to present and work with diverse audiences, specifically racial, ethnic, gender expression, socioeconomic, education, spiritual and alternative cultural backgrounds.
 - Must be able to pass preemployment requirements, which includes a criminal and abuse background check.
 - Must demonstrate flexibility in available hours to meet the needs of families.
 - Demonstrate excellent organizational and time management skills.
 - Ability to work independently and part of a team.
 - Have reliable transportation, valid and current automobile insurance, and an insurable driving record, or access to reliable transportation.
 - Comprehensive knowledge of, or ability to use, Microsoft Office (such as Word, Excel, PowerPoint), database, electronic health record software, and virtual platforms (such as Zoom and Google Meets).
1. **PHYSICAL DEMAND** - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.

A. The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/> Lifting	<input type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.		x		
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.				

More than 60 lbs.				
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C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
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<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is intermittent with checking or inspection involved.
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<input type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
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<input checked="" type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
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<input type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.
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3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

<input type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this particular job):

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
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<input checked="" type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
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<input type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
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<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
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<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.
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4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards to fulfill the essential functions of the job.

Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.

May work in partner offices following an assigned schedule that includes both office and community-based work.

May include some evenings and weekends.

May include remote or virtual work.

Requires regular and reliable attendance.

5. **SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):**

Compliance with general company standards.

Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. **EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.**

<input type="checkbox"/>	Executive/Senior Level Managers (1.1)	<input type="checkbox"/>	First/Mid-Level Managers (1.2)	<input checked="" type="checkbox"/>	Professional (2)	<input type="checkbox"/>	Technician (3)
<input type="checkbox"/>	Sales (4)	<input type="checkbox"/>	Administrative Support Workers (5)	<input type="checkbox"/>	Craft Worker (6)	<input type="checkbox"/>	Operative (7)
<input type="checkbox"/>	Laborer (8)	<input type="checkbox"/>	Service Worker (9)				

7. **SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.**

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>